

POSITION DESCRIPTION

PD Tracking Number WW30529
Series, Title and Grade 1176 Building Manager GS-11
Department (WP) PBS/Ofc of the Regional Commissioner

Introduction Statement

SUPERVISORY CERTIFICATION :

I certify that this is an accurate statement of the major duties and responsibilities of this position and its organizational

relationships, and that the position is necessary to carry out Government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes relating to appointment and payment of public funds, and that false or misleading statements may constitute violations of such statutes or their implementing regulations.

Signed by: Date Signed:

Donna D. Dix 04/12/2007 11:07 AM

GSA Security Office Designation: Non-Sensitive, Moderate Risk, Tier 2, MBI, SF-85P (04/26/11)

Serves as a specialist level Building Manager operating a medium-sized office building used for office purposes, warehouse and storage space, and some kinds of specialized space in the General Services Administration (GSA), National Capital Region (NCR), Public Buildings Service (PBS), Various Service Centers Division. Many of the customer organizations require special purpose space, and require special custodial services and rigid temperature controls. Applies business knowledge to directly manage, or assist in managing, the operation of one or more buildings and the surrounding property, in support of PBS customers in the realty services area, to allow PBS to leverage its resources to facilitate its customers' achievement of their business and workplace needs.

Facility Operations

Mission: To effectively manage and evaluate building operations and/or building management programs to achieve customer permissions

Performs the following core pod functions as addressed below:

Performs work in collaboration with and in support to customers managing and evaluating building operations to achieve customer permissions. Develops and evaluates options/solutions to reconcile building capabilities with customer requirements as identified in occupancy management processes/playbooks and prioritizes resources. Directs the implementation of the best options/solutions.

Develops and approves property management policies programs and directives and regulations for implementation throughout field/service center locations. Evaluates ongoing property management programs and activities; identifies needs for program improvements and changes and develops and implements plans to improve operations and adjust to changing requirements.

Evaluates organizational performance and specific operational activities such as reimbursable work concessions cleaning inspections mechanical maintenance service call performance and management etc. Directs necessary changes.

Evaluates maintenance management procedures and building operational plans including preventive maintenance. Prepares reports of findings and recommends solutions to problems involving the operation and maintenance of building systems and equipment personnel materials workmanship condition in need of repair and various other related concerns. Reviews and evaluates deficiency or malfunction reports and follows up to ensure that corrective actions are taken.

Develops and implements assigned property management initiatives and policies related to safety and environmental issues including environmental/fire protection security and emergency coordination. Analyzes workload documents special requirements geographical considerations and market conditions

to determine the most efficient and effective method of contracting for building services preparing specifications independent estimates or other documentation needed to effect desired modifications for building services contracts.

Evaluates usage and optimizes consumption of utilities. Identifies ways to optimize operational costs ensuring the provision of quality facility-related services.

Major Duties

Contract Administration & Management

Mission: To ensure the technical soundness of contractor provided supplies and/or services/processes and decisions through the review oversight and management of services construction and/or lease projects including assessment of contractor performance to ensure services provided meet contracts specifications as well as business and workplace needs.

Performs the following core pod functions as addressed below:

In support to customers executes contract administration and management roles obtaining customer input on deficiencies and other contractual issues as they arise.

Develops and authorizes contract and lease quality assurance support programs on behalf of the customer agency and in line with all applicable requirements with respect to contract support activities. In this capacity administers and approves various types of contracts and can serve as either the Contracting Officer's Representative (COR) or the Contracting Officer's Technical Representative (COTR) on various contracts including but not limited to construction projects building services (mechanical custodial) design and construction projects and term contracts.

Oversees contract activities and resources to proactively identify mitigate and manage risk.

Develops and approves a cost effective contract quality assurance plan; sets policies and approves procedures for quality assurance/quality control processes; oversees contractor's quality control and performance; informs the contracting officer of any technical or contractual difficulties encountered; informs the contractor of failures to comply with technical requirements of the contract; monitors coordinates and/or oversees the work of on-site contractor personnel; prepares and approves cost estimates; approves proposed contract changes including those which are technical in nature; and makes recommendations to the contracting officer regarding changes in scope or performance standards to improve service delivery meet customers' needs contract termination and/or to respond to changing work needs. Personally or through other means performs final inspections of work required with the authority to approve or reject the product in whole or in part.

As related to lease enforcement responsibilities supplies the information necessary to the Contracting Officer to make determinations for rental deductions. When performing quality assurance assignments assesses the impact of all phases of the contractor's work on customers and their operations simultaneously ensuring sensitivity to the customer's needs and the technical adequacy of the work being performed.

Periodically visits leased and/or Federal sites to determine that work meets the contract requirements and project objectives.

Reviews inspection reports submitted by GSA and/or contractor personnel (e.g. professional engineers lessors GSA customer service representatives FAS quality assurance employees etc.) to assure that completed projects comply with established specifications (as modified during project/construction phases) and safety codes and that the quality of work has been certified as meeting GSA standards.

Provides appropriate and necessary follow up with customer agency contractors GSA project team members and management.

Project/Transaction Management

Mission: To identify integrate and/or adapt resources to achieve project goals while effectively managing scope schedule and budget for assigned projects. Ensures that projects delivered meet customer requirements and that GSA has delivered as promised.

Performs the following core pod functions as addressed below:

Operates as a project/transaction management specialist performing a wide variety of project/transaction management activities in collaboration with and in support to customers. Oversees and authorizes the execution of solutions to customer needs including prioritizing resources providing information or assistance resolving their problems or managing their expectations during the implementation of agreed upon solutions. Integrates technical knowledge with customer needs to arrive at project/transaction management solutions that meet customer business needs. Provides comprehensive information about space facilities options and/or other GSA products and/or services relative to delivery for assigned projects as promised.

Using playbook project planning and communication parameters develops project management acquisition obligation and communication plans for assigned customer projects.

Identifies integrates and prioritizes resources to develop and implement project plans. Integrates technical or discipline-specific information from a wide variety of sources and translates that input for in-house and purchased expertise: non-technical team members team members from a variety of supporting roles/disciplines and stakeholders. Directs the acquisition and oversees management of contracts supporting all aspects of project execution.

Coordinates and integrates project activities; organizes work sets priorities to include prioritizing resource requirements; approves short- or long-term goals and strategies for the assigned project(s) to achieve them; coordinates with other PBS and/or contractor organizations to accomplish goals; monitors progress and evaluates outcomes.

Manages or oversees scope sets and prioritizes schedule and formulates and executes budget for assigned PBS projects.

Plans programs and budgets funds in accordance with Agency pricing policy throughout all phases of assigned projects. Apprises customers and/or customer financial relationship employees as to key project funding issues or milestones.

Makes improvements solves problems prioritizes workload and resources when there are competing interests and directs corrective action when problems arise.

Manages all phases of assigned projects as the work progresses and provides recommendations on contract changes or modifications needed. Develop estimate and negotiate scope of work.

Oversees project activities and resources to proactively identify mitigate and manage risk.

Participates in and/or conducts formal and informal presentations briefings or necessary customer interactions on all aspects of the project. Develops and sustains cooperative working relationships with team members and customers.

Leads phase milestone and final project reviews.

Identifies project documentation requirements or procedures to ensure all documents are prepared and completed in conjunction with project completion. Ensures that changes and modifications to contract drawings and specifications in the preparation of "as built" drawings occur at the completion of construction.

Ensures completeness and accuracy of data in business systems needed for day-to-day project tracking of milestones finances and progress notes utilizing project management software to maintain project status for management team members and customer agencies to access. Reports schedule plan and/or

funding deviations to the impacted senior customer specialist or manager and meets with project team members and customer representatives to develop and/or recommend adjustments and refinements to ensure optimum fulfillment of project objectives

Depending on organizational and/or operating needs may manage multiple interrelated projects for a designated property customer or geographic area.

Customer Interface for Relationship Management

Mission: To proactively manage customer relationships and communications to enhance customer loyalty and retention in accordance with established playbooks and business processes.

Performs the following core pod functions as addressed below:

Sets strategy for customer relationships in projects transactions or occupancies. Serves as a customer interface for customer agency personnel proactively managing the customer relationships and communications to foster and enhance customer loyalty and retention.

Sets priorities regarding tenant-agency relations and in this capacity develops and promotes good working relationships with customers at the employee through the executive level.

Negotiates as the government agent for customer agencies in relationship management for assigned transactions projects occupancy management matters and related services. Effectively manages the customer relationship taking into account the customer level in relation to the business processes and relevant PBS playbooks. Responsible for managing the relationship with customer agency officials responsible for management of individual transactions or a portfolio of transactions with PBS (Customer Levels 2 and/or 3).

Acts as the Government's trusted advisor to the customer throughout the long-term transaction project and/or occupancy. Builds customer relationship loyalty and retention through ongoing interactions; continuous professional contact; proactive solicitations of and response to customer feedback including satisfaction surveys and anticipation of customer workplace needs.

Consults with customer representatives to help responsible PBS employees develop technical requirements workspace solutions or evolving workplace needs.

In collaboration with and in support to other transactional PBS employees incumbent negotiates as the Government's agent for customer agencies requesting varied workplace solutions including space related services and supplies offered by GSA and in so doing facilitates the full range of customer-agency interactions.

Establishes and monitors specific program and statistical goals reflecting customer satisfaction requirements and helps ensure that short- and long-range plans and programs are implemented to substantially exceed those goals and requirements.

Utilizes customer relationship management software integrated business and/or Web-based customer profiles and databases as tools in the preparation of recommendations for enhancing the efficiency of current GSA customer-related projects. Interacts with customer agencies' representatives (which can include building tenants) and on a recurring basis to assess their space project support and/or service needs including facility related needs ensure those needs are being met or exceeded and to assure that the procedures used to obtain services are responsive and customer friendly. As such is responsible for improving customer satisfaction with GSA and the building occupied or the project being delivered.

Approves project results in relation to overall customer objectives and customer's definition of success developing and presenting solutions that reflect an understanding of the customer's business and workplace needs.

Analyzes risks of trigger events such as reorganizations fiscal changes and/or social political or other

events that may impact customers occupancy management and/or small projects activities. Oversees communications with customers to ensure they are aware of trigger events and potential impact on their operations.

Presents options/solutions to customer based on incumbent's personal knowledge of customer's current and future requirements. Recommends alternatives to meet customer requirements.

Provides responsive and targeted technical advice and guidance that takes into account the customer levels to customer levels to address questions that arise and ultimately aid in the development of customer workplace solutions.

Customer Needs Assessment

Mission: To research analyze and understand customer business and workplace needs and from this understanding to develop confirm and integrate proactive customer intelligence needs assessment and formal requirements as a foundation for solutions development and execution. Executes those key interactions in GSA playbooks related to conducting the needs interview and confirming requirements for transactions and/or long-term management of an occupancy.

Performs the following core pod functions as addressed below:

Customer intelligence - Integrates customer intelligence obtained through varied sources and acts as the Government's trusted advisor to GSA customers representing GSA in a professional manner. Develops a comprehensive understanding of customer business and workplace needs through an engaged and ongoing relationship with customers. Conducts needs interview(s)/asks probing questions and forecasts customer needs. Addresses customer budgetary programmatic and schedule needs. Confirms customer needs. Develops a clear and concise customer needs assessment statement for use in solutions development using documentation as prescribed in GSA Playbooks and business processes. As needed or as requested may assist customer agencies in clarifying needs and scope for reimbursable work and ensure that cost projections are developed for customer planning and informational purposes.

Oversees the identification reaction to and/or anticipation of customer technical and relationship needs (including those that arise from trigger events) to ensure GSA support is consistent with customer needs and expectations. Consults with customers to arrive at a detailed and thorough customer review analysis and presentation of customer needs taking into account the customer's mission and goals allowing the customer's input to define GSA success. Develops and approves PBS customer-based strategy and policy recommendations which are driven by the customers' requirements.

Analysis and Research - Actively supports customer needs through the research interpretation and analysis of a wide range of business and customer documents regulations policies and operating parameters. Works closely with GSA employees managing transactions projects or occupancies to ensure that solutions developed are suited to specific customer needs developing and/or providing options that are reflective of and consistent with TMP interactions.

Acts as a customer knowledge specialist to integrate and synthesize diverse business and technical requirements to arrive at accurate needs assessments and solutions that present needs and plan for future customer requirements.

Determines and confirms the need for higher level expertise customer requirements and/or customer interventions for the most precedent-setting state of the art space solutions and refers for action accordingly.

Manages risk - Sets policy and procedures for risk management. Proactively responds to trigger event impacting customer business needs. Trigger events can arise in various environments and for a variety of organizational operating or financial matters; outside world or national events as well as broader Government-wide directives or strategic decisions that impact the customer's business.

ADDENDUM TO POSITION DESCRIPTION: For use in adding duties and responsibilities that represent

at least 10% of the incumbent's time on a regular and recurring basis. Do not use Addendum for duties and responsibilities that represent: (1) the primary purpose for which the position was established; (2) the determination of qualification requirements, or; represent a majority of the incumbent's time. Addendum should never impact or alter title, series, or grade.

Knowledges required for Facility Operations

Knowledge of qualitative and quantitative methods and techniques to analyze and assess the efficiency and effectiveness of a variety of building operations and programs.

Knowledge of Agency and Federal property management statutes, laws, desk guides and policies, the Federal Acquisition Regulations, Federal Management Regulations and the General Services Acquisition Manual, and a knowledge of related business practices, national, state and local building codes, and industry facility management standards.

Knowledge of a wide range of building management principles, concepts and practices as well as a thorough understanding of building tenants and customer agencies' needs, requirements and customer satisfaction drivers to operate, maintain and manage real property assets in a manner that provides quality building services at a reasonable costs and satisfies building tenants and customer agencies. Specialized program knowledge of building management operations, to include mechanical, preventive and building maintenance; elevators; operations and energy conservation; custodial management; recycling; art and historic preservation; space alterations; safety, security and environmental management and concessions.

Knowledge of and ability to apply PBS business playbooks to a wide range of technical facilities operational decisions and recommendations.

Ability to communicate effectively orally and in writing.

Knowledges required for Contract Administration & Management

A wide range of real property management principles, concepts and practices as well as a thorough understanding of building tenants and customer agencies' needs, requirements and customer satisfaction drivers to perform a variety of contract administration functions related to designing, constructing, operating, maintaining and managing real property assets in a manner that provides quality building services in accordance with contract parameters.

Technical knowledge and competency in the areas of design, operation, maintenance and management of assigned building(s) and buildings systems required to provide quality building and related services through lease administration and contract review to meet customer agency requirements.

Knowledge of contract administration, procurement regulations, procedures, and practices together with a technical knowledge of occupancy management and design and construction projects policies and processes; a working knowledge of various concessions activities; and a working knowledge of heating, air conditioning, construction, and general building maintenance.

Knowledge of cost and price analysis to forecast costs and evaluate prices in relation to contracted services or projects.

Knowledge of qualitative and quantitative techniques and statistical interpretation required to perform coordination and fact-finding in order to identify customer agency and building tenants' facility needs in relation to customer satisfaction; evaluate and interpret customer survey responses and other similar data; analyze the effectiveness and efficiency of property management programs; evaluate technical and program data, and to make decisions or recommendations for action based on consideration of all aspects of a problem.

Knowledge of operating procedures, administrative requirements and levels and types of service related to cleaning, elevators, and concessions programs.

Knowledge of leasehold agreements, standard terminology and appropriate local codes to identify situations of nonconformance with the lease and pursue well-precedented corrective actions.

Knowledge and ability required to interpret contract specifications, and to perform recurring inspections, review contractor performance and to evaluate, document and ensure quality of services provided.

Knowledge of real property construction (lease procurement, architectural, electrical, mechanical and structural features; Agency and Federal acquisition regulations/manuals; Federal Management Regulations; state and local building codes) to develop or consolidate performance requirements, explain requirements to agency representatives and contractors, conduct progress meetings and review inspection reports to ensure the accuracy of construction and alteration for various above standard requirements.

Knowledges required for Project/Transaction Management

Knowledge of the principles and methods of capital investment analysis or business case analysis,

including return on investment analysis to monitor or manage project expenditures.

Knowledge of the principles, methods, or tools for developing, scheduling, coordinating, and managing projects and resources, including performance measures, monitoring and inspecting costs, work, and contractor performance, quality assurance and requirements analysis.

Knowledge of the techniques, processes and procedures established within GSA for managing designated PBS projects, including the formulation of plans and programs required in connection with the development, acquisition, design, construction, operation and management of real property, in order to promote the best interests of the Government and in accordance with applicable playbook(s).

Knowledge of PBS practices in relation to GSA real property, occupancy management, realty and/or design and construction projects policies and objectives; achievement of specific goals and milestones; and as reflected in knowledge of the GSA's mission and functions, and how its social, political, and technological systems work and operates effectively within them; this includes the programs, policies, procedures, rules, and regulations of the organization.

Knowledge of the Federal, state and local building/facility codes relevant to managing assigned projects to ensure decisions/recommendations comply with it.

Knowledge of the principles, methods and tools of quality assurance and quality control used to ensure a product fulfills functional requirements and standards.

Knowledge of resource allocation models, cost/price analysis, Agency pricing policy, the time value of money and financial policies and practices to identify, integrate and/or adapt resources to accomplish assigned projects.

Ability to communicate effectively orally as demonstrated by team building skills and effective interpersonal interactions.

Ability to communicate effectively in writing to a wide range of audiences.

Knowledges required for Customer Interface for Relationship Management

Knowledge of the PBS missions, organization, operating requirements and strategic/performance goals to function as a technical consultant for assigned customer relationships. Understands and can apply PBS business practices regarding customer interactions as applied through the playbooks appropriate for the customer interaction.

Comprehensive knowledge of assigned customer agencies' missions, requirements, systems, and procedures, as well as foresight necessary to anticipate their business and workplace needs.

Knowledge of customer relationship management tools, initiatives and evolving software tools to aid in varied business assessments and customer needs management.

Knowledge of analytical qualitative and quantitative methods and principles to conduct and validate customer studies; to determine customer relationship management needs in relation to current Agency policies and/or direction and to develop, present and as needed, execute solutions to a variety of customer business and workplace needs.

A demonstrated technical knowledge of GSA's federal management regulations and practices including knowledge of federal statutes, regulations and directives pertaining to GSA and customers. Knowledge of all the facets of GSA services and responsibilities.

Ability to communicate both orally and in writing, as demonstrated by facilitation, coordination and meeting skills; sound customer relationship skills; and the ability to prepare comprehensive recommendations in differing formats to all levels of audiences in both formal and informal settings.

Knowledges required for Customer Needs Assessment

Analytical skills to apply a wide range of qualitative and quantitative methods to assess customer needs (including conducting surveys and needs interviews) and to ensure the clarity of scope and requirements that will facilitate achievement of customer mission, meet other customer programmatic needs or business expectations and knowledge to apply and adapt PBS needs assessment/requirements development business practices as articulated in playbooks to the customer interaction.

Knowledge of GSA and the PBS mission and real property business practices to effect customer needs assessment and related decisions in line with operating requirements and to act as a technical consultant, resource and advisor to customers on varied business issues.

Demonstrated skill and the ability to communicate effectively by applying active/effective listening skills.

Demonstrated skill and the ability to establish, maintain and nurture customer relationships through responsive oral communications.

Ability to communicate in writing to develop needs assessments, customer review analysis and formal requirements packages and corresponding correspondence or related documentation.

Nature of Assignment/Level of Responsibility

Supervisory Controls – Level 2-4 – 450 Points

Works under the administrative and general technical direction of the B Team, who assigns work in terms of broad general objectives and overall program goals. Incumbent and supervisor develop a mutually acceptable identification of the work to be done, the scope, and deadlines for completion.

Incumbent plans and accomplishes assignments and studies independently, determining the appropriate procedures, approach and methodology, and coordinating efforts with client agencies, technical experts and others. Incumbent resolves most problems on own initiative, referring only the most sensitive issues to the supervisor, accompanied by alternative solutions.

Completed work is reviewed from an overall standpoint in terms of feasibility, compatibility with organizational goals, guidelines, and effectiveness in meeting program and/or agency objectives, goals and requirements.

Guidelines – Level 3-3 – 275 Points

Guidelines consist of Federal acquisition and property management regulations, non-mandatory desk guides; accepted property management principles, practices and laws that provide a general outline of the concepts, methods, legal requirements, and goals of the field location; applicable Federal statutes, and other established legal and regulatory guidance.

While guidelines cover most building management work, they may not be completely applicable or sufficiently comprehensive to deal with ongoing client agency and other technical issues. Incumbent uses judgment in interpreting and adapting guidelines where departures from established practices and precedents are required. Incumbent analyzes the results of adaptations and recommends further changes to guidelines.

Complexity – Level 4-4 – 225 Points

The work involves providing the full range of building management services to agencies housed in one or more buildings or evaluating a range of building management activities, systems or other aspects of program or facility operations. Work assignments typically involve the use of many different and unrelated processes and methods in the assessment and achievement of efficient building operations coupled with diverse and demanding customer, financial or operational requirements or constraints. The incumbent uses originality in addressing problems that arise and in identifying solutions to potential problems. Actions, negotiations and fact-finding initiatives typically require careful planning and an in-depth analysis of data, in order to deal with unusual circumstances and a variety of projects involving conflicting and/or overlapping needs.

Scope and Effect – Level 5-3 – 150 Points

The purpose of the work is to deal with and resolve a variety of conventional building management problems, questions and situations in support of PBS customers in the realty services area, to allow PBS to leverage its resources to facilitate its customers' achievement of their business and workplace needs. Incumbent plans, manages, and provides building services to customer agencies housed in building(s) or portions of buildings assigned, or evaluates a variety of program operations that affect the operations of Federal facilities.

Work contributes to a range of agency activities which impact overall optimum productivity, effectiveness and efficiency of regional GSA building management operations and impact the efficient and effective operation and maintenance of GSA-owned or leased buildings, providing a safe and comfortable work environment for customer agency personnel to effectively accomplish their mission.

Personal Contacts and Purpose of Contacts – Level 3c – 180 Points

Contacts are with individuals or groups in moderately unstructured settings, e.g., GSA and other PBS employees at the field and regional office level, representatives of customer agencies, organizations interested in PBS activities and Congressional offices, contractors and vendors, and/or the general public. Contacts may also include contacts with top NCR management or program officials several management levels removed from the incumbent when such contacts occur on an ad-hoc basis. Other contacts include recurring contacts to obtain needed services such as custodial work, cafeteria or snack bar services, building equipment maintenance, or special projects such as mechanical or electrical systems renovations, structural renovation, or space alteration.

Contacts are made to obtain information and to influence managers, peers, contractors, etc., to accept technical advice and proposed recommendations. Contacts are also initiated in response to specific inquiries and customer agency concerns; to communicate and clarify PBS' proposed plans and actions; resolve recurring issues, and enhance receptiveness to acceptance of GSA proposals. People contacted may be suspicious of the intent of questions or results of the recommendations, skeptical about trusting Government employees, or unwilling to provide information, requiring skill on the part of incumbent to

establish rapport with uncooperative contacts and/or gain compliance with established policies and regulations. Significant persuasion or negotiating skills are required to deal with individuals and/or groups to obtain the desired effect.

Physical Demands and Work Environment – Level 8-1 & 9-1 – 10 Points

This work is mostly sedentary and performed in an office setting; however, walking, climbing ladders, crawling under and over equipment, bending, stooping and standing for long periods of time is required while inspecting buildings during field evaluations or visiting construction under progress.

Knowledge Required for the Position = 1250

Total Points = 2540

Point Range = 2355-2750

Final Classification: Building Manager, GS-1176-11

FLSA EVALUATION

Comments/Explanations: This position fails to fully meet any exemption criteria in 5 CFR 551.

Conclusion: Non-exempt

Position Classification Standards Used

Building Management Series, 1176, TS-118 September 1992